

Job Description

Job Title	Supervisor
SOC	11-3131
Department	Case Management Operations
Reports To	Assistant Director, Case Management Operations
Supervisory Duties	Yes
Classification	Exempt
Travel Required	10%
Revision Date	July 2020

Summary of Position

The Supervisor is responsible for ensuring “Best-in-class” case management service delivery by monitoring case management performance and making sure it is in compliance with company, state and federal standards and regulations, while upholding IPMG’s Core Values and Mission.

Essential Functions & Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Oversee and monitor all work completed by Case Managers; review a set amount of new Case Managers’ LOCs, Service Plans, PCISPs and case notes
- Conduct monthly individualized meetings with Case Managers, depending on review level, via GoToMeeting or in person
- Define and perform quality reviews based on Case Manager review level
- Support Case Manager questions and concerns; provide ongoing training including observation of meeting facilitation and monthly office hours in the field to maintain and improve Case Manager skills
- Conduct field interviews with Case Manager job applicants as requested by Human Resources
- Maintain community relations by meeting with providers and participating in transition fairs and events
- Compile data and identify trends and patterns; define and implement remediation efforts to continually improve performance; report to DDRS through Assistant Director as needed
- Compare individual performance to a set of realistic standards; identify patterns of sub-standard performance and refer those individuals to HR; identify above-average performing Case Managers for level review
- Collaborate with other departments with regard to Case Manager performance and activity
- Participate in team meetings, leadership activities, and complete other projects as assigned by management
- Complete required annual training including Med Model training
- Provide interim coverage for Case Managers on vacation and on-call crisis support as needed

Competencies

- Strong verbal and written communication skills
- Analytical skills
- Attention to detail

Supervisory Responsibilities

This position supervises other employees.

Required Education & Experience

- Bachelor's degree in psychology, sociology, social work, counseling, nursing, special education, gerontology, or other human services field
- Previous IPMG supervisory experience and/or quarterly review level experience
- Knowledge of waiver case management processes, standards and regulations
- Knowledge of web-based systems
- Strong technology skills
- Ability to perform in a virtual environment under minimal direct supervision

Additional Eligibility Requirements

- Authorization to access the State of Indiana's operating systems
- Current and valid driver's license
- Current and valid car insurance
- Current CPR certification
- Ability to pass a thorough background screen

Work Environment

This position functions in a home office setting, using standard office equipment such as a computer, phone and scanner.

Physical Demands

Minimal lifting and reaching is required. This is primarily a sedentary position.

Position Type & Expected Hours of Work

This is a full-time position, with standard work hours of Monday-Friday, 8am-5pm, or similar hours with additional hours as needed.

Travel

Limited statewide travel is necessary.

EEO Statement

IPMG is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, gender identity, political affiliations, arrest records or any other characteristic protected by federal, state or local laws.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature

Date